

## Behavioral Based Interviewing

Many employers rely on behavioral based interviewing. You will recognize it because the interviewer will ask for specific examples and presses for an outcome or action. To be successful in the kind of interview do the following:

- Prior to the interview think of specific work or educational experiences where you demonstrated skills (technical and interpersonal) that would be important to the position.
- During the interview keep your cool and take your time. It's okay to tell the interviewer that you need a minute to think. Take deep breaths and concentrate. Get your thoughts in order before you begin to speak. It is not unusual for a candidate to take some time to think of specific examples. Many are not prepared for such specific questions.
- Listen carefully to the question and give the whole answer. The interview will be looking for a STAR S/T = Situation or Task, A = the Action you took, R = the Results.

Example of a behavioral based question:

Tell me about a time when you had to deal with a difficult co-worker. What was the situation, what did you do and what was the outcome?

Tell me about a project that you are particularly proud of. What was it, what was your role and what was the outcome?

## Resources:

Women Work! The National Network for Women's Employment  
<http://www.womenwork.org>

U.S. Department of Labor Women's Bureau  
<http://www.dol.us/wb>

## Locally:

New Mexico Department of Labor  
<http://www.dol.state.nm.us>

YWCA Life Work Planning Center  
in Albuquerque 254-9922

Northern New Mexico Community College/Career Counseling  
in Espanola 747-2151

Gear Up Program  
Dona Ana Community College  
in Las Cruces 581-7543

B.L.A.S.T.—Building Leadership through Adult Student Training  
in Santa Fe 989-1699

Reaching Wider/Making Transition  
Mesalands Community College  
in Tucumcari 461-4413

## Strategies for Success



# Interviewing 101

Prepared by the  
NM Commission on the Status of Women

## Effective Work Search Skills:

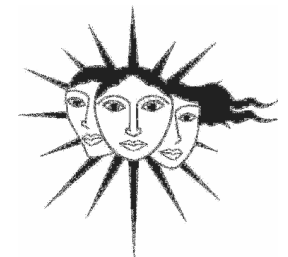
### Albuquerque

July 12, 2007  
August 2, 2007  
September 6, 2007  
October 4, 2007  
December 6, 2007  
January 3, 2008  
February 7, 2008  
March 6, 2008  
May 1, 2008

Farmington  
August 2007

Roswell  
September 2007

Alamogordo  
May 2008



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Albuquerque, NM 87108  
505.222.6600 or 1.800.432.9168  
Fax: 505.222.6611  
[www.state.nm.us/womenscommission](http://www.state.nm.us/womenscommission)

# Preparing

## Be Prepared

Anticipate possible questions and practice answers to each of them.

Research—know something about the company before the interview

Prepare questions to ask in the interview.

Get a good night's sleep before the interview. Relax, review data and avoid hangovers.

Get up in time to shower, dress carefully and get your papers together.

Leave for the interview with plenty of time to get there. Know where you're going.

## Be Punctual

Arrive 15-20 minutes ahead of schedule.

## Look Good

Go to the interview neat and clean.

Dress conservatively and comfortably.

Avoid heavy make-up and trendy or flashy clothes or jewelry.

Avoid perfume.

# Interviewing

## Watch Your Body Language

Offer a firm handshake.

Stand or sit erect but comfortably.

Sit down only after offered a chair.

Lean forward in your chair and relax.

Don't fidget.

Use eye contact but don't stare.

## Carry a Portfolio

Show the interviewer that you plan ahead.

Bring all necessary information:

- Pad and pen
- Your resumé
- A copy of the application form
- Letters of recommendation
- Examples of work (if appropriate)
- Your notes on the company
- Your questions to ask the interviewer
- Any correspondence with the company

## Smile

Don't grin, but smile as you would in any conversation.

## Be Enthusiastic

Have an absolutely positive attitude in the interview.

Be friendly, but not too familiar.

Don't be negative about anything.

Sell yourself — the difference between bragging and self-confidence is enthusiasm.

Use eye contact and voice expression to your benefit.

## Say Thank You

At the end of the interview, thank the interviewer for their time.

Follow-up with a brief thank you note that:

- Reviews points brought up in the the interview and;
- Add ideas you forgot to mention.

## Be Prepared with the Following:

What unique qualities do you have that would bring value to the role?

What are your past accomplishments?

Identify key contributions you have made with your current employer.

What are your strongest attributes?

In what areas can you improve? And what have you done to work on improving?

What skills and accomplishments make you uniquely qualified?

Your attitude should be "I have a lot to offer. Let me tell you about myself." Project the image of self-confidence.